

Enterprise Incident Report October 2012

As of 11/1/2012

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Environmental Quality	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Campus Networking	Robert Ryan	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Enterprise Security	Bart Grant	0 0	1 0	1 0
		Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Brenda Treadway	0 0	7 7	7 7
		Eileen Dubach	0 0	1 1	1 1
		James Stearns	0 0	6 6	6 6
		Julie VanBeekum	0 0	1 1	1 1

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Environmental Quality

			High	Low	FCR Total
Environmental Quality	Help Desk	Vicky Marrelli	0	11	11
			0	11	11
		Assigned to Individual Total	0	26	26
			0	26	26
	Metro B Desktop Support	Anthony Booyse	0	3	3
			0	0	0
		Austin Farey	0	7	7
			0	0	0
		Bill Crowther	0	26	26
			0	4	4
		Cindy Reed	0	4	4
			0	0	0
		Jay Locker	0	10	10
			0	0	0
		Mike Wilde	0	11	11
			0	0	0
		Peter Musser	0	10	10
			0	0	0
		Sean Chadbourne	0	3	3
			0	0	0
		Stephanie Young	0	3	3
			0	0	0
		Tyler Pearce	0	4	4
			0	0	0
		Assigned to Individual Total	0	81	81
			0	4	4
	Metro B Help Desk	Gary Graham	0	11	11
			0	8	8

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Environmental Quality

			High	Low	FCR Total	
Environmental Quality	Metro B Help Desk	Todd Manning	0 0	22 15	22 15	
		Val Shepherd	2 2	36 14	38 16	
		Assigned to Individual Total	2 2	69 37	71 39	
	Metro C Help Desk	Reed Stohel	0 0	1 1	1 1	
		Assigned to Individual Total	0 0	1 1	1 1	
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0	
		Luis Larios	0 0	3 0	3 0	
		Assigned to Individual Total	0 0	4 0	4 0	
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	1 1	
		Assigned to Individual Total	0 0	1 1	1 1	
	Voice Operations	Romanza Hamblin Sorensen	0 0	3 3	3 3	
		Assigned to Individual Total	0 0	3 3	3 3	
	Assigned Group Total		2 2	189 72	191 74	
	Customer Company Total			2 2	189 72	191 74

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Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Environmental Quality	Application Services	Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Campus Networking	Robert Ryan	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Enterprise Security	Bart Grant	0 0	1 0	1 0
		Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Brenda Treadway	0 0	7 0	7 0
		Eileen Dubach	0 0	1 0	1 0
		James Stearns	0 0	6 0	6 0
		Julie VanBeekum	0 0	1 0	1 0

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Environmental Quality

			High	Low	MIR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0	11 0	11 0
		Assigned to Individual Total	0 0	26 0	26 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	3 0
		Austin Farey	0 0	7 0	7 0
		Bill Crowther	0 0	26 1	26 1
		Cindy Reed	0 0	4 0	4 0
		Jay Locker	0 0	10 0	10 0
		Mike Wilde	0 0	11 0	11 0
		Peter Musser	0 0	10 0	10 0
		Sean Chadbourne	0 0	3 0	3 0
		Stephanie Young	0 0	3 0	3 0
		Tyler Pearce	0 0	4 0	4 0
		Assigned to Individual Total	0 0	81 1	81 1
	Metro B Help Desk	Gary Graham	0 0	11 0	11 0

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Environmental Quality

			High	Low	MIR Total
Environmental Quality	Metro B Help Desk	Todd Manning	0 0	22 0	22 0
		Val Shepherd	2 0	36 0	38 0
		Assigned to Individual Total	2 0	69 0	71 0
	Metro C Help Desk	Reed Stohel	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Luis Larios	0 0	3 0	3 0
		Assigned to Individual Total	0 0	4 0	4 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	3 0	3 0
		Assigned to Individual Total	0 0	3 0	3 0
Assigned Group Total			2 0	189 4	191 4
Customer Company Total			2 0	189 4	191 4

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Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Environmental Quality	Application Services	Tony Larsen	0 0.00	1 1.43	1 1.43
		Assigned to Individual Total	0 0.00	1 1.43	1 1.43
	Campus Networking	Robert Ryan	0 0.00	1 3.03	1 3.03
		Assigned to Individual Total	0 0.00	1 3.03	1 3.03
	Enterprise Security	Bart Grant	0 0.00	1 0.00	1 0.00
		Jed Johnson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Help Desk	Brenda Treadway	0 0.00	7 0.02	7 0.02
		Eileen Dubach	0 0.00	1 0.09	1 0.09
		James Stearns	0 0.00	6 0.00	6 0.00
		Julie VanBeekum	0 0.00	1 0.00	1 0.00

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Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0.00	11 0.02	11 0.02
		Assigned to Individual Total	0 0.00	26 0.02	26 0.02
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.27	3 0.27
		Austin Farey	0 0.00	7 0.15	7 0.15
		Bill Crowther	0 0.00	26 0.30	26 0.30
		Cindy Reed	0 0.00	4 0.46	4 0.46
		Jay Locker	0 0.00	10 0.22	10 0.22
		Mike Wilde	0 0.00	11 0.18	11 0.18
		Peter Musser	0 0.00	10 0.34	10 0.34
		Sean Chadbourne	0 0.00	3 0.19	3 0.19
		Stephanie Young	0 0.00	3 0.26	3 0.26
		Tyler Pearce	0 0.00	4 0.01	4 0.01
		Assigned to Individual Total	0 0.00	81 0.25	81 0.25
	Metro B Help Desk	Gary Graham	0 0.00	11 0.06	11 0.06

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Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Metro B Help Desk	Todd Manning	0 0.00	22 0.15	22 0.15
		Val Shepherd	2 0.00	36 0.13	38 0.12
		Assigned to Individual Total	2 0.00	69 0.13	71 0.12
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 0.15	1 0.15
		Luis Larios	0 0.00	3 0.45	3 0.45
		Assigned to Individual Total	0 0.00	4 0.37	4 0.37
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 1.37	1 1.37
		Assigned to Individual Total	0 0.00	1 1.37	1 1.37
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	3 0.16	3 0.16
		Assigned to Individual Total	0 0.00	3 0.16	3 0.16
Assigned Group Total			2 0.00	189 0.20	191 0.20
Customer Company Total			2 0.00	189 0.20	191 0.20

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Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Environmental Quality	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Campus Networking	Robert Ryan	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Enterprise Security	Bart Grant	0 0	1 0	1 0
		Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Brenda Treadway	0 0	7 0	7 0
		Eileen Dubach	0 0	1 0	1 0
		James Stearns	0 0	6 0	6 0
		Julie VanBeekum	0 0	1 0	1 0

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Environmental Quality

			High	Low	MR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0	11 0	11 0
		Assigned to Individual Total	0 0	26 0	26 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	3 0
		Austin Farey	0 0	7 0	7 0
		Bill Crowther	0 0	26 0	26 0
		Cindy Reed	0 0	4 0	4 0
		Jay Locker	0 0	10 0	10 0
		Mike Wilde	0 0	11 1	11 1
		Peter Musser	0 0	10 0	10 0
		Sean Chadbourne	0 0	3 0	3 0
		Stephanie Young	0 0	3 0	3 0
		Tyler Pearce	0 0	4 0	4 0
		Assigned to Individual Total	0 0	81 1	81 1
	Metro B Help Desk	Gary Graham	0 0	11 0	11 0

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Environmental Quality

			High	Low	MR Total
Environmental Quality	Metro B Help Desk	Todd Manning	00	220	220
		Val Shepherd	20	360	380
		Assigned to Individual Total	20	690	710
	Metro C Help Desk	Reed Stohel	00	10	10
		Assigned to Individual Total	00	10	10
	Strategic Communications	Dennis Rogers	00	10	10
		Luis Larios	00	31	31
		Assigned to Individual Total	00	41	41
	Technical Lead/Project Manager	Martin Gonzalez	00	10	10
		Assigned to Individual Total	00	10	10
	Voice Operations	Romanza Hamblin Sorensen	00	30	30
		Assigned to Individual Total	00	30	30
	Assigned Group Total		20	1892	1912
Customer Company Total			20	1892	1912

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Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Environmental Quality	Application Services	Tony Larsen	0 0.00	1 3.15	1 3.15
		Assigned to Individual Total	0 0.00	1 3.15	1 3.15
	Campus Networking	Robert Ryan	0 0.00	1 3.07	1 3.07
		Assigned to Individual Total	0 0.00	1 3.07	1 3.07
	Enterprise Security	Bart Grant	0 0.00	1 0.19	1 0.19
		Jed Johnson	0 0.00	1 3.55	1 3.55
		Assigned to Individual Total	0 0.00	2 1.87	2 1.87
	Help Desk	Brenda Treadway	0 0.00	7 0.03	7 0.03
		Eileen Dubach	0 0.00	1 0.09	1 0.09
		James Stearns	0 0.00	6 0.00	6 0.00
		Julie VanBeekum	0 0.00	1 0.00	1 0.00

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Environmental Quality

			High	Low	ATTR Total
Environmental Quality	Help Desk	Vicky Marrelli	0 0.00	11 0.02	11 0.02
		Assigned to Individual Total	0 0.00	26 0.02	26 0.02
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.93	3 0.93
		Austin Farey	0 0.00	7 0.84	7 0.84
		Bill Crowther	0 0.00	26 1.11	26 1.11
		Cindy Reed	0 0.00	4 1.03	4 1.03
		Jay Locker	0 0.00	10 0.53	10 0.53
		Mike Wilde	0 0.00	11 1.13	11 1.13
		Peter Musser	0 0.00	10 1.00	10 1.00
		Sean Chadbourne	0 0.00	3 0.27	3 0.27
		Stephanie Young	0 0.00	3 1.25	3 1.25
		Tyler Pearce	0 0.00	4 1.19	4 1.19
		Assigned to Individual Total	0 0.00	81 0.97	81 0.97
	Metro B Help Desk	Gary Graham	0 0.00	11 0.14	11 0.14

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			High	Low	ATTR Total
Environmental Quality	Metro B Help Desk	Todd Manning	0 0.00	22 0.23	22 0.23
		Val Shepherd	2 0.00	36 0.21	38 0.20
		Assigned to Individual Total	2 0.00	69 0.21	71 0.20
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 5.67	1 5.67
		Luis Larios	0 0.00	3 3.95	3 3.95
		Assigned to Individual Total	0 0.00	4 4.38	4 4.38
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 2.39	1 2.39
		Assigned to Individual Total	0 0.00	1 2.39	1 2.39
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	3 0.66	3 0.66
		Assigned to Individual Total	0 0.00	3 0.66	3 0.66
Assigned Group Total			2 0.00	189 0.66	191 0.65
Customer Company Total			2 0.00	189 0.66	191 0.65

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Detail

INC000000573563	Ralph Bohn	Network	Password	None		TIR Missed: No	0.00
	Enterprise Security	Jed Johnson	Environmental Quality	Low	Closed	TTR Missed: No	3.55
INC000000580297	Dave McNeill	Network	Incident	None		TIR Missed: Yes	3.03
	Campus Networking	Robert Ryan	Environmental Quality	Low	Closed	TTR Missed: No	3.07
INC000000583076	Carl Adams	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	0.92
INC000000584095	Michelle Weis	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Closed	TTR Missed: No	
INC000000585408	Kathryn Ostler	Application	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	2.72
INC000000585415	Bronson W Hawley	Application	None	Microsoft Word		TIR Missed: No	0.48
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	0.48
INC000000586005	Nathan Lunstad	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000586081	Helge Gabert	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.66
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	1.01
INC000000586184	Ilene Staker	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.19
INC000000586198	Kathryn Ostler	Application	Error	ZENworks for Desktops		TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	1.14
INC000000586279	David Hansen	PC/Laptop	Hardware	None		TIR Missed: Yes	1.21
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.67
INC000000586711	Harold Burge	Application	Error	Novell GroupWise		TIR Missed: No	0.69
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	1.00
INC000000586882	Faye Bell	Telecom	Voice Mail	None		TIR Missed: No	0.36
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Closed	TTR Missed: No	0.62
INC000000586909	Beverly Rasmussen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	
INC000000586930	Ilene Staker	EIS Hardware	Scanner	None		TIR Missed: No	0.39
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: Yes	6.80
INC000000587121	Karen H Keller	Network	None	None		TIR Missed: No	0.83
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	1.40

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INC000000587215	Megan K Walsh	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000587348	Austin Kipp	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000587353	Krisi Schaff	Application	Password	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000587622	Eva Nieminski	Telecom	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.06
INC000000588085	Stacy Carroll	Application	None	State Payroll System	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000588116	Robert Ford	Application	Error	Java Platform SE	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000588160	Ying-Ying Macauley	PC/Laptop	Hardware	None	TIR Missed: No	0.21
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.67
INC000000588373	Ralph Bohn	Network	Incident	None	TIR Missed: No	0.05
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.09
INC000000588427	Mike Givens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000588434	Arlene Lovato	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.32
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.42
INC000000588688	Marc Wade	Network	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000588694	Nando Meli Jr	Application	Password	Utah Master Directory	TIR Missed: No	0.20
Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.21
INC000000588814	Karen Wehking	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000588856	Huong Tran	Application	None	None	TIR Missed: No	0.30
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	1.54
INC000000588904	Huong Tran	None	None	None	TIR Missed: No	0.00
Enterprise Security	Bart Grant	Environmental Quality	Low	Closed	TTR Missed: No	0.19
INC000000589029	Hong-Lei Tao	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.46
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	3.00
INC000000589408	Mark Hansen	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00

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INC000000589443	Renette Anderson	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000589469	Tina Mercer	PC/Laptop	Error	None	TIR Missed: No	0.32
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low Closed	TTR Missed: Yes	8.26
INC000000589475	Nando Meli Jr	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000589570	Judy Etherington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.62
	Metro B Desktop Support	Austin Farey	Environmental Quality	Low Closed	TTR Missed: No	3.67
INC000000589730	Rusty Ruby	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.05
INC000000589735	Molly Bringhurst	Application	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.05
INC000000589748	Dave McNeill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000589932	Austin Kipp	Application	Reporting	Documentum	TIR Missed: No	0.20
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.42
INC000000590094	Pam Jacob	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low Closed	TTR Missed: No	0.03
INC000000590097	Valerie Bunk-Warr	Application	Error	None	TIR Missed: No	0.01
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.06
INC000000590098	Jon Black	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000590103	Brandy Cannon	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.63
INC000000590109	Donna Spangler	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	High Closed	TTR Missed: No	0.00
INC000000590111	Shirlie Van Wagoner	Application	Error	DB2 for Windows	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000590113	Kent Bott	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000590119	William Andes	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low Closed	TTR Missed: No	0.01
INC000000590125	Renette Anderson	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00

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INC000000590148	Melissa Yazhe Metro B Help Desk	Application Todd Manning	Error Environmental Quality	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590186	Ken Bousfield Help Desk	Application Brenda Treadway	Password Environmental Quality	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590231	Dale Jorgensen Metro B Desktop Support	Application Mike Wilde	Error Environmental Quality	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.11 0.20
INC000000590247	Jeffrey Ostermiller Metro B Help Desk	Network Todd Manning	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590264	Scott Hanks Metro B Help Desk	Application Todd Manning	Error Environmental Quality	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590304	Eric Baiden Metro B Help Desk	PC/Laptop Val Shepherd	Password Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.52 0.60
INC000000590375	Rachel Winters Metro B Help Desk	PC/Laptop Todd Manning	Performance Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590409	Stacee Adams Technical Lead/Project Manager	Network Martin Gonzalez	Error Environmental Quality	Gmail Low	TIR Missed: Yes TTR Missed: No	1.37 2.39
INC000000590449	Deborah McMurtrie Metro B Desktop Support	Application Mike Wilde	Reporting Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.25 0.32
INC000000590466	Craig W Jones Help Desk	Application Vicky Marrelli	Error Environmental Quality	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590502	Sandy Pett Metro B Desktop Support	Network Peter Musser	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.30 1.33
INC000000590606	Ken Bousfield Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.37 0.40
INC000000590638	Susan Weisenberg Metro B Help Desk	PC/Laptop Todd Manning	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.21 0.36
INC000000590724	Peter Verschoor Metro B Desktop Support	Application Bill Crowther	Password Environmental Quality	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.79 3.03
INC000000590763	Robert Leishman Jr Metro B Help Desk	Application Todd Manning	Error Environmental Quality	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.08 0.15
INC000000590926	Therron Blatter Metro B Desktop Support	PC/Laptop Tyler Pearce	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 4.26
INC000000590927	Brent D Shaw Metro B Help Desk	Application Val Shepherd	Password Environmental Quality	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000590976	Doug Wong	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.03
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.88
INC000000590989	Linda Matulich	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000591052	Ying-Ying Macauley	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000591067	Jeffrey Ostermiller	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.33
INC000000591070	Philip Griffin	Application	Error	ZENworks for Desktops	TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	1.73
INC000000591075	Mike Givens	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000591101	Debbie Parry	Application	None	ZENworks for Desktops	TIR Missed: No	0.71
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.72
INC000000591111	Ben Holcomb	Application	Error	ZENworks for Desktops	TIR Missed: No	0.64
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.70
INC000000591154	Tina Mercer	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.35
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low Closed	TTR Missed: No	0.52
INC000000591208	Tim DeJulis	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000591453	Charles Bishop	Application	Reporting	None	TIR Missed: No	0.37
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	1.48
INC000000591475	Elden Olsen	PC/Laptop	Error	None	TIR Missed: No	0.17
	Metro B Help Desk	Todd Manning	Environmental Quality	Low Closed	TTR Missed: No	0.78
INC000000591492	Linda Matulich	Application	Error	Google Chrome	TIR Missed: No	0.23
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.69
INC000000591586	Sarah Malluche Templeton	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Environmental Quality	Low Closed	TTR Missed: No	0.81
INC000000591635	Scott Hopkins	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000591636	Deborah Ng	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000591654	David Bird	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.00

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INC000000591678	Eric Baiden	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000591691	Wade Hansen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.36
INC000000591695	Karma Kehler	Application	Error	ZENworks for Desktops	TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.33
INC000000591726	Gary Kobzeff	None	None	ZENworks for Desktops	TIR Missed: No	0.41
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low Closed	TTR Missed: No	0.44
INC000000591751	Gwyn Galloway	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000591762	Gwyn Galloway	PC/Laptop	None	ZENworks for Desktops	TIR Missed: No	0.31
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.42
INC000000591801	Matt Sullivan	Application	Error	ZENworks for Desktops	TIR Missed: No	0.27
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.74
INC000000591956	Jeanell Collings	PC/Laptop	Error	None	TIR Missed: No	0.74
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low Resolved	TTR Missed: No	1.57
INC000000592064	Tom Orth	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000592302	David Larsen	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000592331	Rick Page	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000592352	Brent D Shaw	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000592364	Jule Fausto	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000592431	Jinnie Edgar	Application	None	ZENworks for Desktops	TIR Missed: No	0.11
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low Closed	TTR Missed: No	0.11
INC000000592586	Tad Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000592736	Bill Damery	Application	Error	None	TIR Missed: No	0.42
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low Closed	TTR Missed: No	0.42
INC000000592773	Janet Lee	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low Closed	TTR Missed: No	0.00

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INC000000592795	Craig Silotti	Application	None	Novell GroupWise	TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.25
INC000000593012	Diane Hernandez	Application	Error	ZENworks for Desktops	TIR Missed: No	0.34
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.47
INC000000593021	Elizabeth Palmer	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000593045	Bill Rees	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000593095	Mark Berger	Application	Password	ZENworks for Desktops	TIR Missed: No	0.33
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.78
INC000000593156	Joel Karmazyn	Network	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.04
INC000000593178	Tad Anderson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000593288	Beth Wondimu	Application	Password	Utah Master Directory	TIR Missed: No	0.09
	Help Desk	Eileen Dubach	Environmental Quality	Low Resolved	TTR Missed: No	0.09
INC000000593293	Bruce Hagans	Application	Error	None	TIR Missed: No	0.38
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low Closed	TTR Missed: No	1.37
INC000000593488	Allan Moore	Application	Error	Microsoft Office	TIR Missed: No	0.37
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low Closed	TTR Missed: No	0.37
INC000000593776	Rob Powers	PC/Laptop	Error	Java Platform SE	TIR Missed: No	0.45
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low Closed	TTR Missed: No	0.54
INC000000593814	Dave Wham	None	None	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000593840	Linda Matulich	None	None	JavaPC	TIR Missed: No	0.39
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.44
INC000000593866	Penny Flake	Application	Error	ZENworks for Desktops	TIR Missed: No	0.37
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.41
INC000000593883	Harold Sandbeck	Application	None	None	TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.22
INC000000593937	Faye Bell	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000594021	Thomas Ball	PC/Laptop	Hardware	None	TIR Missed: No	0.07
	Metro B Desktop Support	Austin Farey	Environmental Quality	Low Resolved	TTR Missed: No	0.07

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INC000000594084	John Kennington	None	None	JavaPC		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.10
INC000000594090	David Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.41
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.41
INC000000594147	Randy Sargent	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000594249	Debbie Oberndorfer	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	High	Closed	TTR Missed: No	0.00
INC000000594324	Tony Howes	None	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.55
INC000000594422	Alisa Westenskow	None	None	None		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.31
INC000000594462	Wade Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000594498	Svetlana Kopytkovskiy	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000594507	Brad M Lauchnor	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	0.10
INC000000594513	Brianna Ariotti	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	0.12
INC000000594606	Linda Matulich	Application	Error	None		TIR Missed: No	0.43
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.43
INC000000594856	Robin V Davis	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000594947	Craig W Jones	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Resolved	TTR Missed: No	0.35
INC000000595251	Tom Orth	Application	Error	None		TIR Missed: No	0.71
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.99
INC000000595560	Robert Ford	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000595563	Faye Bell	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000595571	Brent D Shaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	0.00

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INC000000595583	Andy Hale	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Strategic Communications	Luis Larios	Environmental Quality	Low	Resolved	TTR Missed: No	2.13
INC000000595756	David Hansen	Application	Reporting	None		TIR Missed: No	0.22
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.83
INC000000596096	Jeanell Collings	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	0.03
INC000000596100	Kimberly A Wilcox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000596124	Linda Matulich	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000596330	Faye Bell	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000596337	Brent D Shaw	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.05
INC000000596359	Michael Moss	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000596447	Dave Allison	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000596460	Robert Ford	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000596627	Rick Page	Application	Password	ZENworks for Desktops		TIR Missed: No	0.24
	Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Resolved	TTR Missed: No	0.24
INC000000596700	Jeff Vandel	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000596709	Robert Ford	Network	Error	None		TIR Missed: No	0.69
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.70
INC000000596752	Scott T Anderson	PC/Laptop	Error	None		TIR Missed: No	0.39
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.51
INC000000596764	Jennifer Robinson	Application	Error	Microsoft Word		TIR Missed: No	0.43
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.45
INC000000596845	Jeanell Collings	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.11
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	2.90
INC000000596907	Robert Ford	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00

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INC000000597203	Tammy North	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000597207	Tammy North	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	0.04
INC000000597226	Allan Moore	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000597373	Linda Matulich	Application	None	Adobe Acrobat	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000597478	Jeanell Collings	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.32
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.32
INC000000597540	Austin Kipp	Application	Error	Novell GroupWise	TIR Missed: Yes	1.43
Application Services	Tony Larsen	Environmental Quality	Low	Resolved	TTR Missed: No	3.15
INC000000597572	Linda Matulich	Application	None	None	TIR Missed: No	0.28
Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	0.28
INC000000597804	Brent Everett	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Resolved	TTR Missed: No	0.04
INC000000597838	Candace Cady	Application	Error	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000597860	Susan Woeppel	Network	Performance	None	TIR Missed: No	0.25
Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	0.49
INC000000598024	Candace Cady	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.11
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.25
INC000000598517	John Kennington	PC/Laptop	Error	None	TIR Missed: No	0.87
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.91
INC000000598618	Gwyn Galloway	Application	None	Microsoft Word	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.30
INC000000598852	Tina Mercer	None	None	None	TIR Missed: No	0.03
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.03
INC000000599277	Svetlana Kopytkovskiy	None	None	Street Atlas USA	TIR Missed: No	0.10
Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Resolved	TTR Missed: No	0.23
INC000000599353	Deborah Ng	Application	Error	None	TIR Missed: No	0.59
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.90
INC000000599369	Kim Shelley	Application	Error	None	TIR Missed: No	0.44
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.17

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INC000000599478	Marsha Case	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	1.08
INC000000599480	Nicole Carrell	None	None	None		TIR Missed: No	0.68
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	1.10
INC000000599563	Craig W Jones	Telecom	Voice Mail	None		TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Resolved	TTR Missed: No	1.00
INC000000599626	Bill Damery	Application	Error	Adobe Acrobat		TIR Missed: No	0.16
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	0.39
INC000000599667	Christine Keyser	Application	Error	ZENworks for Desktops		TIR Missed: No	0.92
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	0.99
INC000000599732	Mark Berger	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000599836	Marsha Case	EIS Hardware	Printer	None		TIR Missed: No	0.95
	Strategic Communications	Luis Larios	Environmental Quality	Low	Resolved	TTR Missed: No	2.93
INC000000600063	Gregory Mortensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000600070	Calah Seese	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.41
INC000000600173	Faye Bell	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000600187	Faye Bell	PC/Laptop	Error	None		TIR Missed: No	0.45
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	3.25
INC000000600271	Linda Matulich	PC/Laptop	Error	None		TIR Missed: No	0.42
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	4.25
INC000000600413	Christine Keyser	Application	Error	None		TIR Missed: No	0.37
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.52
INC000000600469	Judy Etherington	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.15
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Resolved	TTR Missed: No	5.67
INC000000600659	Roy Vanos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000600822	Walter Baker	Application	Password	Novell GroupWise		TIR Missed: No	0.80
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.88
INC000000600893	Faye Bell	Application	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.69

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Environmental Quality

INC000000600925	Shirlie Van Wagoner	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	1.64
INC000000600951	Elden Olsen	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000600976	John Kennington	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000601023	Jim Martin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000601203	Rebecca Marsing	Application	None	ZENworks for Desktops		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	3.19